GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3268
ANSWERED ON:12.03.2003
REVIEW OF TELEPHONE SERVICES
A. VENKATESH NAIK;ASHOK NAMDEORAO MOHOL

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government have made any review in regard to the functioning of telephone services in Maharashtra;

(b) if so, the outcome thereof;

(c) whether the complaints are not being attended to properly by the Department resulting in inconvenience to the consumers;

(d) if so, the reasons therefor;

(e) whether the Union Government have received any representations/ suggestions from individuals/NGOs in this regard; and

(f) if so, the steps taken/proposed to be taken by the Government for providing regular/better telephone services?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) & (b): Sir, functioning of telephone services in various circles including Maharashtra is reviewed periodically and is found satisfactory.

(c) to (e): All the complaints received are attended to and faults are cleared promptly by the Government owned telecom services PSUs viz. the Mahanagar Telephone Nigam Limited (MTNL) in the metro areas of Mumbai and Bharat Sanchar Nigam Limited (BSNL) in other parts of Maharashtra. Every effort is made to keep the telecom services to the satisfaction of customers. However, occasionally, difficulties are faced in maintenance work due to poor infrastructure like non motorable roads and erratic power supply.

(f) The improvement of telephone services is a continuous process. Steps taken to improve further given in the Annexure.

ANNEXURE

(i) Replacement of non-life expired paper core cable by Poly Insulated Jelly Filled (PIJF) cable in a phased manner.

(ii) Replacement of life expired telephone instruments by new telephone instruments.

(iii) Opening of more and more Remote Line Units (RLUs)/Remote Subscriber Units (RSUs) for reducing the serving area of the exchange and corresponding reduction in cable length.

(iv) Use of 5 pair PIJF cable along with 5 pair internal DP to have pole less network.

(v) Upgradation and rehabilitation of external plant.

(vi) Computerisation of fault repair services of more and more exchanges in a phased manner for better monitoring of faults. The entire metro area of Mumbai served by MTNL already has this facility. The computerised system ensures booking of telephone complaints round the clock and gives status of the fault, including the fault docket number instantaneously.

(vii) Booking of telephone complaints centralized for small and medium exchanges at Short Distance Charging Area to have round the clock booking facility.

(viii) Provision of maintenance free battery sets and standby generators progressively in more and more exchanges of rural areas to overcome the problem of non-reliable commercial power supply.